



Position: Hotel Implementations Specialist

Company: HBSi

Location: Atlanta, Georgia

A multi-national travel technology company located in Atlanta, London, and Trivandrum, India, that integrates the electronic demand chain for hospitality clients, seeks someone with the technical ability and inter-personal skills to manage the implementation and high level support of new hospitality supplier accounts. In this role, the successful candidate will be responsible for taking an account from “contract to cash” by creating and configuring supplier accounts in accordance with provided guidance as well as providing Level 2, hotel revenue management specific, customer support. Applicable training will be provided in the implementation and troubleshooting of the HBSi Suite of products as well as applicable customer service processes.

Requirements

- Based in Atlanta, Georgia
- Fundamental understanding of Hospitality Revenue Management Strategies
- College graduate of a Hotel School or Business School preferred
- Experience with supporting global customers in a service delivery environment
- Experience with Hospitality Technology Processes working with Property Management or Central Reservations systems
- Ability to lead a customer through the Implementation process and troubleshoot operations issues
- Excellent computer skills with the ability to learn new applications quickly
- Organized, focused and efficient in high demand, mission critical environments
- Excellent written and verbal communication skills including presenting and documentation
- Ability to manage multiple and changing priorities

Experience

- 2 to 3 years of customer service experience
- 2 to 5 years of hotel experience in revenue management and/or distribution channel management

Responsibilities

- Convert signed contracts to revenue generating accounts
- Quickly identify and escalate issues that are preventing contracted accounts from going into production
- Ability to lead customers through decision-making processes in a consultative approach to develop distribution strategies for implementation
- Work with Level 1 customer service agents to resolve issues they are unable to handle on their own
- Watch for revenue opportunities within supported accounts and pass the leads to the sales team

- Work with your supervisor and other counterparts to define, document, and constantly improve the efficiency and effectiveness of the implementation process
- On-site training of solutions with the customer
- Troubleshoot production issues with customer and partner specific business rules

Please send resumes to resumes@hbsconnect.com. For more information about HBSi, visit our website at www.hbsconnect.com.